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IN THE CLAIMS:

Please substitute the following claims for the same-numbered claims in the application:

1. (Currently Amended) A computerized method for tracking equipment repair comprising:

maintaining a database containing history data regarding items of equipment, said history data comprising component hierarchies, failure descriptions, common problems and repair histories;

based on said history data, calculating and storing in said database failure probabilities for components in said component hierarchies and mean times between failures for said components in said component hierarchies;

receiving an equipment identification of an item of equipment to be repaired from a user;

providing said user with a list of common problems for said item of equipment and a component hierarchy for said item of equipment same type items;

receiving input from said user in response to said list of common problems and said component hierarchy, wherein said input comprises a selection of at least one of a common problem from said list and a component from said component hierarchy;

in response to said input from said user, searching said database for detailed information that matches said selection for said item of equipment and for other same type items of equipment; and

providing said user with said detailed information ~~regarding said item of equipment, said detailed information comprising at least one of the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure for each component, and the next expected failure.~~

2. (Currently Amended) The method in claim 1, wherein ~~said process of providing said user with said component hierarchy includes~~ receiving of said input from said user

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further comprises allowing said user to browse through multiple levels of said component hierarchy and select at least one component from any level of said component hierarchy.

3. (Original) The method in claim 1, wherein said process of providing said detailed information includes providing detailed information for similar equipment.

4. (Currently Amended) The method in claim 1, wherein if said selection comprises said common problem, said detailed information further comprises all successful repairs related to said problem, with the most recent successful repairs being listed first.

5. (Original) The method in claim 1, wherein if no problem is selected by said user, said detailed information comprises all successful repairs matching any component selected by said user.

6. (Original) The method in claim 1, wherein if no components are selected by said user, said detailed information comprises all successful repairs of major components matching any problem selected by said user.

7. (Original) The method in claim 1, wherein if no components and no problems are selected by said user, said detailed information comprises all successful repairs of major components.

8. (Currently Amended) A computerized method for tracking equipment repair comprising:

maintaining a database containing history data regarding items of equipment, said history data comprising component hierarchies, failure descriptions, common problems and repair histories;

based on said history data, calculating and storing in said database failure probabilities for components in said component hierarchies and mean times between failures for said components in said component hierarchies;

receiving an equipment identification of an item of equipment to be repaired from a user;

providing said user with a list of common problems for ~~said item of equipment~~ and a component hierarchy for ~~said item of equipment~~ same type items;

receiving input from said user in response to said list of common problems and said component hierarchy, wherein said input comprises a selection of at least one of a common problem from said list and a component in said component hierarchy; and

in response to said input from said user, searching said database for detailed information that matches said selection for said item of equipment and for other same type items of equipment; and

providing said user with said detailed information regarding said item of equipment, wherein if said selection comprises said component, said detailed information comprising comprises the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure for each component, and the next expected failure for said component in said item of equipment and in said other same type items.

9. (Currently Amended) The method in claim 8, wherein said ~~process of providing said user with said component hierarchy includes~~ receiving of said input further comprises allowing said user to browse through multiple levels of said component hierarchy and select at least one component from any level of said component hierarchy.

10. (Original) The method in claim 8, wherein said process of providing said detailed information includes providing detailed information for similar equipment.

11. (Currently Amended) The method in claim 8, wherein if said selection comprises said common problem, said detailed information further comprises all successful repairs related to said problem, with the most recent successful repairs being listed first.

12. (Original) The method in claim 8, wherein if no problem is selected by said user, said detailed information comprises all successful repairs matching any component selected by said user.

13. (Original) The method in claim 8, wherein if no components are selected by said user, said detailed information comprises all successful repairs of major components matching any problem selected by said user.

14. (Original) The method in claim 8, wherein if no components and no problems are selected by said user, said detailed information comprises all successful repairs of major components.

15. (Currently Amended) A computerized method for tracking equipment repair comprising:

maintaining a database containing history data regarding items of equipment, said history data comprising component hierarchies, failure descriptions, common problems and repair histories;

based on said history data, calculating and storing in said database failure probabilities for components in said component hierarchies and mean times between failures for said components in said component hierarchies;

receiving an equipment identification of an item of equipment to be repaired from a user;

providing said user with a list of common problems ~~for said item of equipment~~ and a component hierarchy for ~~said item of equipment~~ same type items;

receiving input from said user in response to said list of common problems and said component hierarchy, wherein said input comprises a selection of at least one of a common problem from said list and a component in said component hierarchy; and

in response to said input from said user, searching said database for detailed information that matches said selection for said item of equipment and for other same type items of equipment;

providing said user with said detailed information ~~regarding said item of equipment,~~

wherein if said selection comprises said component alone, said detailed information comprising comprises at least one of the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure for each component, and the next expected failure for said component in said item of equipment and in said other same type items, and

wherein if said selection comprises said common problem alone, said detailed information comprises the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure, and the next expected failure for all components in said item of equipment and in said other same type items that are associated with said common problem;

~~maintaining a database of said detailed information based on repair history input from said user; and~~

~~calculating~~

receiving additional input from said user regarding repair of said item of equipment and repair of said other same type items;

based on said additional input, updating said repair histories in said database; and recalculating and storing said failure probabilities and said mean times between failures, wherein said recalculating of said mean times between failures comprises by ignoring repairs where the same problem occurred within a predetermined time of the most recent failure.

16. (Currently Amended) The method in claim 15, wherein said ~~process of providing said user with said component hierarchy includes~~ receiving of said input further comprises allowing said user to browse through multiple levels of said component hierarchy and select at least one component from any level of said component hierarchy.

17. (Original) The method in claim 15, wherein if no problem is selected by said user, said detailed information comprises all successful repairs matching any component selected by said user.

18. (Original) The method in claim 15, wherein if no components are selected by said user, said detailed information comprises all successful repairs of major components matching any problem selected by said user.

19. (Original) The method in claim 15, wherein if no components and no problems are selected by said user, said detailed information comprises all successful repairs of major components with the most recent successful repairs being listed first.

20. (Currently Amended) A computerized method for tracking equipment repair comprising:

maintaining a database containing history data regarding items of equipment, said history data comprising component hierarchies, failure descriptions, common problems and repair histories;

based on said history data, calculating and storing in said database failure probabilities for components in said component hierarchies and mean times between failures for said components in said component hierarchies;

receiving an equipment identification of an item of equipment to be repaired from a user;

providing said user with a list of common problems and a component hierarchy for same type items;

receiving input from said user in response to said list of common problems and said component hierarchy, wherein said input comprises a selection of at least one of a common problem from said list and a component in said component hierarchy; and

in response to said input from said user, searching said database for detailed information that matches said selection for said item of equipment and for other same type items of equipment; and

providing said user with said detailed information regarding said item of equipment, wherein if said selection comprises said common problem alone, said detailed information comprises comprising at least one of the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure for each component, and the next expected failure for all components in said item of equipment and in said same type items that are associated with said common problem.

21. (Currently Amended) The method in claim 20, wherein said ~~process further comprises providing said user with a component hierarchy that~~ receiving of said input further comprises allowing ~~allows~~ said user to browse through multiple levels of said component hierarchy and select at least one component from any level of said component hierarchy.

22. (Original) The method in claim 20, wherein said process of providing said detailed information includes providing detailed information for similar equipment.

23. (Currently Amended) The method in claim 20, wherein if said selection comprises said common problem, said detailed information further comprises all successful repairs related to said problem, with the most recent successful repairs being listed first.

24. (Original) The method in claim 20, wherein if no problem is identified by said user, said detailed information comprises all successful repairs matching any component selected by said user.

25. (Original) The method in claim 20, wherein if no components are identified by said user, said detailed information comprises all successful repairs of major components matching any problem selected by said user.

26. (Original) The method in claim 20, wherein if no components and no problems are identified by said user, said detailed information comprises all successful repairs of major components.

27. (Currently Amended) A computerized service for tracking equipment repair comprising:

maintaining a database containing history data regarding items of equipment, said history data comprising component hierarchies, failure descriptions, common problems and repair histories;

based on said history data, calculating and storing in said database failure probabilities for components in said component hierarchies and mean times between failures for said components in said component hierarchies;

receiving an equipment identification of an item of equipment to be repaired from a user;

providing said user with a list of common problems ~~for said item of equipment~~ and a component hierarchy for ~~said item of equipment~~ same type items;

receiving input from said user in response to said list of common problems and said component hierarchy, wherein said input comprises a selection of at least one of a common problem from said list and a component in said component hierarchy; and

in response to said input from said user, searching said database for detailed information that matches said selection for said item of equipment and for other same type items of equipment; and

providing said user with said detailed information ~~regarding said item of equipment, said detailed information comprising at least one of the number of failures,~~

~~the probability of failure, the mean time between failures, the occurrence of the most recent failure for each component, and the next expected failure.~~

28. (Currently Amended) The service in claim 27, wherein said ~~process of providing said user with said component hierarchy includes~~ receiving of said input further comprises allowing said user to browse through multiple levels of said component hierarchy and select at least one component from any level of said component hierarchy.

29. (Original) The service in claim 27, wherein said process of providing said detailed information includes providing detailed information for similar equipment.

30. (Currently Amended) The service in claim 27, wherein if said selection comprises said common problem, said detailed information further comprises all successful repairs related to said problem, with the most recent successful repairs being listed first.

31. (Original) The service in claim 27, wherein if no problem is selected by said user, said detailed information comprises all successful repairs matching any component selected by said user.

32. (Original) The service in claim 27, wherein if no components are selected by said user, said detailed information comprises all successful repairs of major components matching any problem selected by said user.

33. (Original) The service in claim 27, wherein if no components and no problems are selected by said user, said detailed information comprises all successful repairs of major components.

34. (Currently Amended) A program storage device readable by computer tangibly embodying a program of instructions executable by said computer, said program of instructions comprising a method for tracking equipment repair comprising:

maintaining a database containing history data regarding items of equipment, said history data comprising component hierarchies, failure descriptions, common problems and repair histories;

based on said history data, calculating and storing in said database failure probabilities for components in said component hierarchies and mean times between failures for said components in said component hierarchies;

receiving an equipment identification of an item of equipment to be repaired from a user;

providing said user with a list of common problems ~~for said item of equipment~~ and a component hierarchy for ~~said item of equipment~~ same type items;

receiving input from said user in response to said list of common problems and said component hierarchy, wherein said input comprises a selection of at least one of a common problem from said list and a component in said component hierarchy; and

in response to said input from said user, searching said database for detailed information that matches said selection for said item of equipment and for other same type items of equipment; and

providing said user with said detailed information regarding said item of equipment, said detailed information comprising at least one of the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure for each component, and the next expected failure.

35. (Currently Amended) The program storage device in claim 34, wherein said process of providing said user with said component hierarchy includes receiving of said input further comprises allowing said user to browse through multiple levels of said component hierarchy and select at least one component from any level of said component hierarchy.

36. (Original) The program storage device in claim 34, wherein said process of providing said detailed information includes providing detailed information for similar equipment.

37. (Currently Amended) The program storage device in claim 34, wherein if said selection comprises said common problem, said detailed information further comprises all successful repairs related to said problem, with the most recent successful repairs being listed first.

38. (Original) The program storage device in claim 34, wherein if no problem is selected by said user, said detailed information comprises all successful repairs matching any component selected by said user.

39. (Original) The program storage device in claim 34, wherein if no components are selected by said user, said detailed information comprises all successful repairs of major components matching any problem selected by said user.

40. (Original) The program storage device in claim 34, wherein if no components and no problems are selected by said user, said detailed information comprises all successful repairs of major components.

41. (Currently Amended) A computerized system for tracking equipment repair comprising:

means for maintaining a database containing history data regarding items of equipment, said history data comprising component hierarchies, failure descriptions, common problems and repair histories;

means for calculating, based on said history data, failure probabilities for components in said component hierarchies and mean times between failures for said components in said component hierarchies;

means for receiving an equipment identification of an item of equipment to be repaired from a user;

means for providing said user with a list of common problems ~~for said item of equipment~~ and a component hierarchy for said ~~item of equipment~~ same type items;

means for receiving input from said user in response to said list of common problems and said component hierarchy, wherein said input comprises a selection of at least one of a common problem from said list and a component in said component hierarchy;

means for searching, in response to said input, said database for detailed information that matches said selection for said item of equipment and for other same type items of equipment; and

means for providing, in response to said input from said user, said user with said detailed information ~~regarding said item of equipment, said detailed information~~ comprising at least one of the number of failures, the probability of failure, the mean time between failures, the occurrence of the most recent failure for each component, and the next expected failure.